



REOPENING

COVID Safe

HGAR Office Reopens with Limited Staff and Restricted Access

July 2020

Dear HGAR Members,

We hope you, your families and all your loved ones have remained and continue to remain well during these trying times.

Though our HGAR physical offices have been closed since March 18th, our HGAR expert Staff has not missed a beat and has been at your service working remotely since then. Our Member Success Team has answered over 15,000 member inquiries via phone, email and via our brand-new website "Chat" Feature that went live during the month of May.

Our Education and Professional Development Teams have been busy offering over 51 Zoom CE Classes to over 1200 students and 30 Zoom Webinars have been offered on a variety of topics to help our members learn new skills and pivot their businesses during these challenging times.

Our sincere thanks to all of you for your understanding and patience if things seemed a bit cumbersome at times.

At this point, we are excited, albeit with some caution, to be advising you that our offices will begin the opening process on Monday, July 6th. Our major concern remains the well-being of our members and our staff so, initially at least, it will be far from business as usual.

At the outset, in order to maintain the required social distancing, 50% of our team will work on premises and 50% will continue to work remotely. Other measures that we have had to institute, following state guidelines, are policies to ensure the continued health and safety of members and staff. NYS has adopted some of the strictest safety measures and has managed to flatten the curve of Covid-19 cases. It is our hope to continue to be part of the solution and we ask for your understanding.

Some of the changes affecting members include:

- **Lockboxes:** Lockboxes are to be preordered and picked up in the vestibule in Goshen and White Plains; interior office doors will remain locked, no public access; members can be seen by appointment only, wear masks and only access reception areas. We all hope that these measures can be relaxed sooner than later.
- **CE Classes:** For the foreseeable future our Education Classes will continue remotely using Zoom Meeting format.
- **Committee Meetings and Events:** We will continue to schedule committee meetings and events via zoom, unless otherwise noted.

We remain committed to serving our members and again ask for your understanding and cooperation as we embark on our "new normal".

Stay safe and stay well.

Sincerely,

Richard Haggerty, HGAR CEO

